# EDITED KSA LISTING

## CLASS:  DATA PROCESSING MANAGER II

*NOTE:  Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

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| | **Knowledge of:** |
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| **K1** | General knowledge of principles, practices, and trends of public administration including organizational management, strategic and tactical planning, cost/benefit analysis, and budgeting in order to maintain the operation and plan for change. |
| **K2** | Comprehensive knowledge of project management techniques in order to effectively lead projects to successful conclusion. |
| **K3** | General knowledge of state laws and IT regulatory policies (e.g., State Administrative Manual (SAM), State Information Management Manual (SIMM), Department Operations Manual (DOM), etc.) to ensure compliance with State regulations. |
| **K4** | Thorough knowledge of personnel management (e.g., recruitment, employee supervision, collective bargaining agreements, staff development, progressive discipline, etc.) in order to manage staff resources. |
| **K5** | Comprehensive knowledge of current computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions. |
| **\*K6** | Comprehensive knowledge of concepts related to managing change in the IT environment. |
| **\*K7** | Comprehensive knowledge of IT communication systems to consult and make decisions on complex IT issues. |
| **K8** | Knowledge of the department's Equal Employment Opportunity program and the processes to ensure compliance and maintain a work environment free from harassment and discrimination. |
| **K9** | General knowledge of principles of the governmental functions and organizations at the State level, including the legislative process in order to successfully obtain project authority and funding. |
| **\*K10** | Comprehensive knowledge of principles and processes used in providing customer services (e.g., IT service catalog, IT service management and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources. |
| **\*K11** | Comprehensive knowledge of IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues. |

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| **K12** | Comprehensive knowledge of the department's strategic business plan (e.g., mission, vision, values, goals and objectives) and division's strategic information systems plan to set IT direction and plan accordingly. |
| **\*K13** | Advanced knowledge of analytical techniques to make decisions on complex IT issues. |
| **K14** | General knowledge of administrative processes (e.g., personnel, Environmental Health & Safety, facilities management, etc.) in order to maintain the operation. |
| **\*K15** | Comprehensive knowledge of the System Development Life Cycle (SDLC) principles and methods for IT services |
| **K16** | Comprehensive knowledge of the principles of effective verbal, written and group communication to accurately and effectively communicate job related information. |
| **\*K17** | Comprehensive knowledge of the principles of information security as they relate to the protection of IT assets. |
| **\*K18** | Basic knowledge of the operational recovery planning process as it relates to the recovery of all IT assets. |

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|  | **Skill to:** |
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| **S1** | Identify problems (e.g., personnel, budget, IT projects, etc.) in order to deal with short and long term issues. |
| **S2** | Makes judgments and decisions on relative costs and benefits of a potential action to manage the operation. |
| **S3** | Develops approaches for implementing a plan to improve the organization. |
| **S4** | Communicates effectively with others (verbal/written) as indicated by the need (e.g., inform, request, explain, document, etc.) to clearly express an idea or concept. |
| **S5** | Evaluates new material or information in order to identify the impact to the organization. |
| **S6** | Motivates, develops and directs people in the performance of their work to improve the work environment and increase productivity. |
| **S7** | Recruits and hires qualified people to meet IT service commitments. |
| **S8** | Establish and maintain priorities to clearly define expectations to staff and to manage workflow. |
| **S9** | Directs and facilitates interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution. |
| **S10** | Reason logically and creatively and use a variety of analytical techniques to resolve managerial problems |
| **S11** | Facilitates consultation with advisers and other interested parties (e.g., Subject Matter Expert, staff, vendors, etc.) on a variety of subject-matter areas to resolve complex IT related problems |
| **S12** | Provide leadership to team members using facilitation tools and techniques to produce desired product as requested by management. |
| **S13** | Directs and establishes appropriate administrative procedures to improve processes within the organization. |
| **S14** | Plan, coordinate and direct the activities of IT staff to provide customer services and effectively manage IT resources. |
| **S15** | Effectively contribute to the department's Equal Employee Opportunity objectives to ensure a discrimination and harassment free work environment. |

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| **S16** | Effectively apply SDLC principles and methods to the delivery of IT services |
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|  | **Ability to:** |
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| **A1** | **Listen to and understand information presented through oral presentation to clearly interpret an idea or concept.** |
| **A2** | **Read and understand information presented in writing to clearly interpret an idea or concept.** |
| **A3** | Gain and maintain the confidence of others to promote staff morale and improve working relationships with staff, peers, and others. |
| **A4** | Make decisions as appropriately to manage the operation. |
| **A5** | Use flexibility and tact to build positive working relationships with staff, peers, and others |

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